

SC028598

Registered provider: Ja Nailah Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

- A limited company provides this service.
- According to the statement of purpose, care and accommodation is provided for up to five young women who may have emotional and/or behavioural needs.
- Expectant women and young mothers can reside at the home for a specified amount of time.

Inspection dates: 30 to 31 May 2019

Overall experiences and progress of children and young women, considering **good**

How well children and young women are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 31 January 2019

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2018	Full	Requires improvement to be good
10/07/2017	Full	Good
30/01/2017	Interim	Sustained effectiveness
01/11/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young women: good

Young women have positive experiences in the home. Describing what they liked about the home, young women said, 'Staff look after and treat everyone nicely,' and, 'The staff are very genuine and caring.' When young women move on to live elsewhere, most maintain contact with the staff for support or to celebrate special occasions with them. Young women like the peace and quiet of the home, and trust the staff.

Young women's emotional health improves because of living in the home. They receive good support to better express their thoughts and feelings. Some young women experience longer periods of feeling calm without the need to self-harm, or to run away from the home. Young women's safety improves as the risks to their well-being reduce.

Education outcomes are mixed. For complex reasons, some young women's attendance and engagement in education have stalled. While receiving every support and encouragement to attend school, some young women are focused on other priorities.

Young women experience some improved outcomes regarding their health, such as eating more healthily or no longer misusing illicit substances. A few young women remain reluctant to engage with health services, but are given every encouragement to do so. Health records do not give a clear picture of recent interventions and appointments, so young women do not always have a clear chronology.

How well children and young women are helped and protected: good

Young women make good progress in better managing their behaviour. Acceptable behaviour is encouraged through the positive relationships staff have established with the young women. Clear boundaries and sanctions, with the use of praise and reward, have helped young women's progress.

The registered manager has a good system in place to check that staff are suitable to work with vulnerable young women before they are employed in the home. She keeps the local area under review to ensure that staff and young women are aware of any potential risks. Checks of the premises ensure that the building is safely maintained for young women.

Staff support the professional help that young women receive to reduce self-harm or suicidal ideation. Young women said that they now have alternatives to self-harming behaviour. They can tell staff when they feel a compulsion to self-harm, and talk to them about how they are feeling.

In the latter part of this inspection year, there have been fewer incidents of young women going missing and consequently being at risk of sexual exploitation. One young woman feels the staff have been instrumental in her 'not going missing so much'. The

police have no concerns about how staff manage episodes of young women going missing. Although one young woman has not gone missing, her missing-person profile is out of date, and so would not be useful to share with the police.

The effectiveness of leaders and managers: good

The members of the small staff team are fully qualified and show commitment to and passion for making a difference to young women's lives. There has been very little change to the staff team and management team. A social worker said that they like the 'consistency of the staff team and what that means for children'.

The staff work effectively with other professionals and with families in young women's best interests. They advocate for young women to see more of their families when they require this. Staff support young women's choices, making sure that they are aware of all the positive and negative aspects of their decision-making.

Staff provide young women with positive role models, as they like to learn, do their own research and achieve qualifications. Some staff attended training to meet young women's more complex needs and disseminated this to the staff team. However, the staff would welcome further training to improve their understanding and support of young women.

The registered manager and the independent visitor regularly review what goes on to help the home's development. The registered manager has met three of the four recommendations made at the last inspection. Although it was thought that the statement of purpose had been updated, this still included inaccurate information.

What does the children's home need to do to improve?

Recommendations

- Homes are required to keep under review a 'statement of purpose' ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.5). Specifically, make clear that the staff do not investigate child protection allegations unless at the invitation of the designated officer.
- The registered person must ensure that staff have the relevant skills and knowledge to be able to: help children to manage long-term conditions, and where necessary meet specific individual health needs arising from a chronic condition or other complex needs ('Guide to the children's homes regulations including the quality standards', page 34, paragraph 7.12). Specifically, enhance staff training in depression, anxiety, post-traumatic stress disorder, self-harm and suicidal ideation.
- The registered person must specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home without permission ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.28). Specifically, update a young woman's profile so it is ready to use should the individual go missing.
- All children's case records (regulation 36) must be kept up to date and stored securely whilst they remain in the home ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3). Specifically, maintain young women's health profiles so they have a clear record of interventions, appointments attended and so on.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young women. Inspectors considered the quality of work and the differences made to the lives of children and young women. They watched how professional staff work with children and young women and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young women and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young women whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: SC028598

Provision sub-type: Children's home

Registered provider: Ja Nailah Limited

Registered provider address: Nailah House, 19 Pentire Road, London E17 4BY

Responsible individual: Jennifer Lapompe

Registered manager: Jennifer Lapompe

Inspector

Jacqueline Graves: social care regulatory inspector

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